



## DTB Multicurrency Prepaid Card Guide

Thank you for showing interest in the DTB Multicurrency Prepaid Card!

### How to get your card:

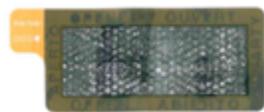
1. Walk into any DTB branch countrywide
2. Provide a copy of your ID
3. Provide a copy of your KRA PIN
4. Fill in a multicurrency prepaid card application form.

### Upon receiving your card:

You will receive a white envelope containing:

- Your new multicurrency prepaid card
- Your transaction PIN.

To view your transaction PIN, carefully peel off the tag (pictured) using the orange leaf. On the translucent tag, you will see a four-digit number. This will be your PIN for ATM and POS transactions. Do NOT share your PIN with anyone.



Once **activated** by the Bank, you will receive three SMS's on the mobile number indicated on your application form:

- Welcome message
- Your one-time User ID (for the online portal)
- Your one-time password (for the online portal)

#### **What you can do with your new card:**

- ✓ Enjoy the convenience of transacting in 16 different currencies
- ✓ Save time and effort by using your card online
- ✓ Manage your card yourself through the self-care portal (details on page 4)
- ✓ Use your card at Paypass contactless terminals globally

#### **How to load your card:**

Once your card has been activated by the Bank, you can load it via the below options.

**Note:** *Do not load your card until it is activated.*

##### 1. Load via M-Pesa

- Pay Bill number: 505151
- Account Number: Last six digits of card serial number (located at the bottom of your card). *E.g. if your card serial number is DTB0DTB000000123456, the account number to input is '123456'. (Refer to image below).*



Card Serial Number to be used.  
Take the last 6 digits e.g. 000023

2. Load via DTB Mobile Banking App.

- Select "Funds Transfer" and select "Card" on your DTB Mobile App.
- Select Card "DTB Prepaid Card"
- Enter the last six digits of your card serial number (located at the bottom of your card). *E.g. if your card serial number is DTB0DTB000000123456, the account number to input is '123456' (Refer to image above).*
- Enter purpose of transfer
- Confirm and enter your PIN / Touch ID

3. Load at any DTB Branch country-wide.

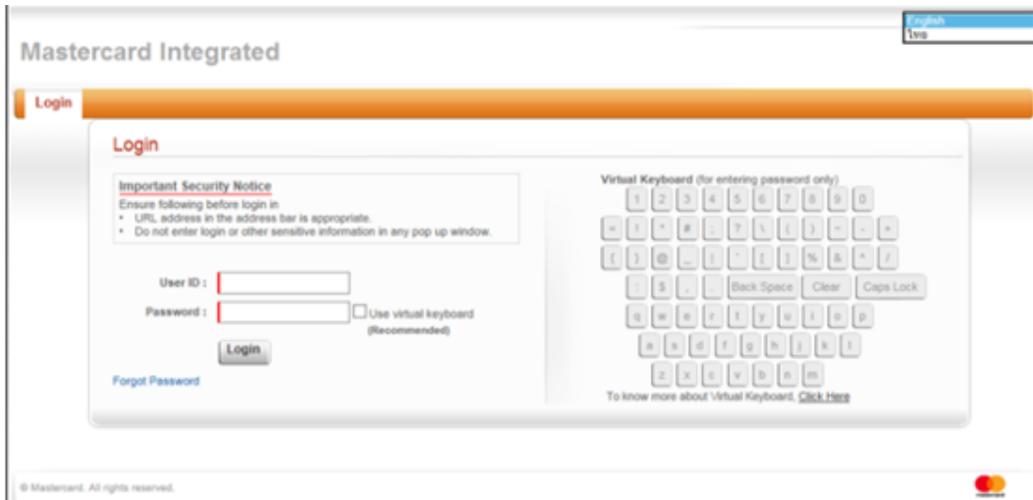
# Online Customer Portal Guide

Login to the online customer portal via <https://sa.cardholder.mastercard.com/mpts/eis/app>.

## Login Process:

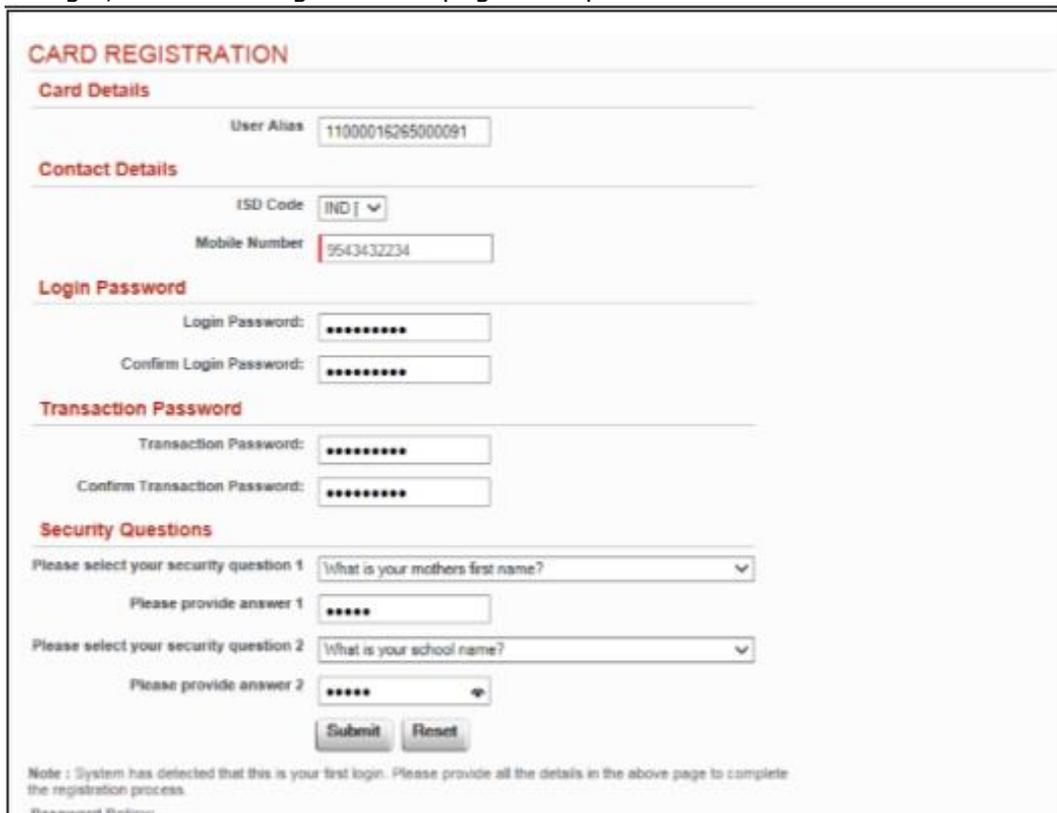
- Login to the portal with your User ID and Password (sent via SMS) using Google Chrome, Internet Explorer or Mozilla Firefox.

**Note:** You **must allow pop-ups** in the browser you are using to enable you to proceed with the steps (via browser settings).



The screenshot shows the 'Mastercard Integrated' login page. It features a 'Login' header and a main form area. On the left, there is an 'Important Security Notice' box with instructions. Below it are input fields for 'User ID' and 'Password', a 'Login' button, and a 'Forgot Password' link. A checkbox for 'Use virtual keyboard (Recommended)' is also present. On the right, there is a 'Virtual Keyboard (for entering password only)' with a standard QWERTY layout and additional function keys like 'Back Space', 'Clear', and 'Caps Lock'. The footer includes the Mastercard logo and copyright information.

After you login, the "Card Registration" page will open as shown below.



The screenshot displays the 'CARD REGISTRATION' page. It is divided into several sections: 'Card Details' with a 'User Alias' field containing '11000016265000091'; 'Contact Details' with 'ISD Code' set to 'IND', and 'Mobile Number' set to '9543432234'; 'Login Password' with two masked password fields; 'Transaction Password' with two masked password fields; and 'Security Questions' with two questions: 'What is your mothers first name?' and 'What is your school name?'. Each question has a dropdown menu for selection and a masked answer field. At the bottom, there are 'Submit' and 'Reset' buttons, and a note stating: 'Note : System has detected that this is your first login. Please provide all the details in the above page to complete the registration process. Password Policy:'.

## **Step 1: Change Your User ID**

You can create an Alias ID to replace your User ID. The User ID, which may be difficult to remember, can be replaced with a simple Alias ID of your choice as follows;

1. Click on the User Alias box where the Old User ID is displayed.
2. Delete the Old User ID.
3. Proceed to enter your desired new Alias ID which should not contain any spaces.

**Note:** *You can change it again in future as follows through the following steps:*

1. Click on the "Create Alias" link from the top-center of the Cardholder Portal login screen. The Create Alias window appears where the old User ID is displayed.
2. In the "New User ID" field, enter a new Alias.
3. Click Submit.
4. The Alias ID will be created and you will be re-directed to the login screen where you can now login with your new Alias ID.

## **Step 2: Change Your Login Password**

1. Enter a new login password on the "Login Password" field.
2. Confirm your new login password.

**Note:**

- ✓ *Your password must be between 8 and 28 characters.*
- ✓ *Your password must have at least one special character (e.g. #, @, !, \$, \*, ?, ~)*
- ✓ *Your password must have at least one numeric character.*
- ✓ *Your password must have at least one upper case character.*
- ✓ *The first character of your password should be alphabet lowercase.*
- ✓ *Spaces are not allowed in the password.*

## **Step 3: Change Your Online Portal Transaction Password (for transferring funds between different currency wallets).**

1. Enter the current transaction password.
2. Enter your new transaction password (as per password policy above)
3. Confirm your new transaction password.

## **Step 4: Complete Security Questions and Answers**

1. Select your security question 1 from the drop-down list.
2. Enter the answer of your secret question 1 in the text box.
3. Select your security question 2 from the drop-down list.
4. Enter the answer of your secret question 2 in the text box
5. Click Submit button to complete the process.

## Customer Portal Features

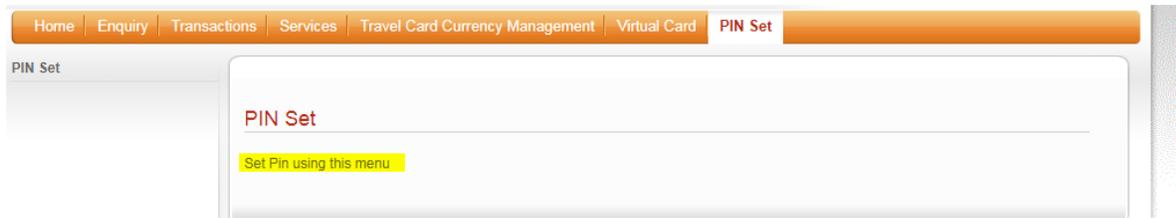
The cardholder portal is a self-help portal which enables you to:

- ✓ Transfer funds between different currency wallets
- ✓ Generate statements
- ✓ Check your card balance
- ✓ Block / unblock your card
- ✓ Activate / de-activate your card for online transactions
- ✓ Activate / de-activate your card for international use
- ✓ Reset your PIN

### **Changing your card transaction PIN:**

The PIN Set feature enables you to set a new transaction PIN which can be used for POS and ATM transactions.

#### 1. Select PIN set



#### 2. Your active devices will be displayed



3. Select the Device Number (Card Number) for the PIN you are re-setting. The PIN Set window will be displayed where you should fill out the fields and click "Submit".

The screenshot shows a web interface with a navigation bar at the top containing 'Home', 'Enquiry', 'Transactions', 'Services', 'Virtual Card', and 'PIN Set'. The 'PIN Set' page is active. On the left, there is a sidebar with 'PIN Set' selected. The main content area is titled 'PIN Set' and displays the following information:

- Device Number: 5566XXXXXXXX0156
- PIN Set Details**
- Card Expiry Date (MMYY):
- CVV2 Or CVC2:
- Date of Birth:
- Document Type:
- Document Number:
- Document Place Of Issuance:
- Document Expiry Date:

At the bottom of the form are two buttons: 'Submit' and 'Cancel'. The footer of the page contains the text '© 2016 Mastercard. All rights reserved.' and the Mastercard logo.

4. You will be prompted to enter a new PIN (four numeric digits), confirm your new PIN, and click "Submit".

The screenshot shows the same web interface as the previous one, but now the 'PIN Set' page is prompting for a new PIN. The main content area is titled 'PIN Set' and displays the following information:

- New PIN:
- Confirm PIN:
- Buttons: 'Submit', 'Clear', and 'Cancel'

To the right of the input fields is a numeric keypad with buttons for digits 0-9. At the bottom of the form, there is a note: 'Note: Expected PIN length is 6'. The footer of the page contains the text '© 2016 Mastercard. All rights reserved.' and the Mastercard logo.